





2,204
 ↓ -1,979 (4,183)

Total number of calls to surgery:



987
 ↑ 64 (923)

Number of calls answered within two minutes:




240
 ↓ -44 (284)

Number of calls abandoned:




13,868
 ↑ 11,521 (2,347)

Items issued via prescription:




44
 ↓ -3 (47)

Referrals Made:



131
 ↑ 23 (108)

Fit Notes Issued:




1,605
 ↑ 463 (1,142)

Administrative Communications Issued (letters/emails):




1,077
 ↑ 408 (669)

Text Messages Sent and Received:



667
 ↓ -131 (798)

Total digital requests submitted to practice:



1,481
 ↑ 151 (1,330)

Appointments - Total:



1,342 (90.614%)
 ↑ 142 (1,200)

Appointments - Seen:



139 (9.386%)
 ↑ 9 (130)

Appointments - DNA: